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June 9, 2009

To: Supervisor Don Knabe, Chairman
        Supervisor Gloria Molina
        Supervisor Mark Ridley-Thomas
        Supervisor Zev Yaroslavsky
        Supervisor Michael D. Antonovich

From: Richard Sanchez
        Acting Chief Information Officer

Subject: **MICROSOFT MASTER SERVICES AGREEMENT 75272**
            2008-2009 ANNUAL STATUS REPORT

The purpose of this report is to provide the annual status of activity under the County's Master Services Agreement (MSA) 75272 with Microsoft Corporation. This status report covers the time period from May 24, 2008 through May 23, 2009.

Background

On May 24, 2005, your Board approved the MSA with Microsoft for Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft PSS provides priority support and operational guidance that helps organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies. Microsoft MCS provides proven practices for architecting, planning, building, and deploying Microsoft technologies.

Status

During this reporting period, eleven departments contracted for PSS coverage, and three departments engaged MCS. The total value of these services was $1,784,117. Attached is a detailed listing of the executed Statements of Services (SOS) by department.

Most of the MSA expenditures have been for PSS. Departments have recognized that PSS provides critical support for their use of Microsoft technologies for server and desktop operating systems, office productivity suites, web servers, databases, team collaboration sites, directory services, email, and calendaring. The three engagements with MCS have been primarily for assistance in the design and planning for the implementation, migration, and management of the latest versions of Microsoft Active Directory services and Exchange email and calendaring services.

The Microsoft MSA has been successfully used by many departments over the past four years, with the total value of services utilized by departments steadily growing. Given the MSA's success and the anticipated PSS renewals from departments, the CIO exercised its delegated authority to extend the Agreement term for two years until December 31, 2010, as reported in our January 21, 2009 semi-annual report.

On April 21, 2009, your Board approved an amendment to the MSA that: 1) increases the annual MSA expenditure limit to $3,000,000; 2) increases the delegated authority of the Chief Information Officer to approve subcontracting and execute MCS SOS with a maximum sum of $300,000; and c) revises the option for term extensions.

Based on anticipated PSS renewals, approximately $960,000 is projected to be expended by departments during the next reporting period, in addition to any MCS engagements.

Should you or your staff have any questions, please contact David Hamamoto, Associate CIO/CISO, at dhamamoto@cio.lacounty.gov or (562) 658-1700.

RS:DH:GM:ygd

Attachment (1)

c: Deputy Chief Executive Officers
       IT Board Deputies
       Joyce Aiello, Office of the County Counsel

P:\Final Documents\CIO\Microsoft\Microsoft MSA Annual Report 2008-2009.doc

Microsoft Services by Department
For Agreement Year 2008-2009

Service	Department	SOS#	Description	Executed	Term	Amount
PSS	RR/CC	710-S-003	Microsoft Priority Technical Support Services	5/24/2008	5/24/2008 - 5/23/2009	$ 55,865
PSS	DHS	195-S-004	Microsoft Priority Technical Support Services	5/24/2008	7/1/2008 - 6/30/2009	$ 214,580
PSS	DPH	888-S-002	Microsoft Priority Technical Support Services	6/5/2008	6/5/2008 - 6/4/2009	$ 99,705
PSS	DPW	690-S-004	Microsoft Priority Technical Support Services	6/10/2008	7/1/2008 - 6/30/2009	$ 87,070
PSS	CEO	060-S-004	Microsoft Priority Technical Support Services	6/23/2008	7/1/2008 - 6/30/2009	$ 68,020
MCS	DHR	100-C-001	Design & Planning for MS Active Directory & Exchange	6/30/2008	7/7/2008 - n/a	$ 28,000
PSS	Sheriff	770-S-004	Microsoft Priority Technical Support Services	7/10/2008	7/12/2008 - 7/11/2009	$ 99,354
PSS	Superior Court	842-S-003	Microsoft Priority Technical Support Services	8/20/2008	8/28/2008 - 8/27/2009	$ 55,865
PSS	ISD (Midrange)	300-S-010	Microsoft Priority Technical Support Services	8/27/2008	8/27/2008 - 3/31/2009	$ 77,563
PSS	DMH	435-S-004	Microsoft Priority Technical Support Services	9/16/2008	9/16/2008 - 9/15/2009	$ 139,056
MCS	DHS	195-C-002	DHS-wide Design & Planning for MS Active Directory	11/14/2008	11/14/2008 - n/a	$ 83,000
PSS	Exec Office	061-S-003	Microsoft Priority Technical Support Services	11/19/2008	12/11/2008 - 12/10/2009	$ 74,565
MCS	DPH	888-C-001	Assessment, Design & Planning for MS Active Directory	12/18/2008	12/18/2008 - n/a	$ 87,000
PSS	ISD (ITSS)	300-S-011	Microsoft Priority Technical Support Services	2/17/2009	3/5/2009 - 3/4/2010	$ 89,875
PSS	DPSS	140-S-003	Microsoft Priority Technical Support Services	2/18/2009	3/11/2009 - 3/10/2010	$ 179,400
PSS	RR/CC	710-S-004	Microsoft Priority Technical Support Services	3/4/2009	5/23/2009 - 5/22/2010	$ 55,865
PSS	ISD (CAD)	300-S-012	Microsoft Priority Technical Support Services	3/30/2009	4/1/2009 - 3/31/2010	$ 54,110
PSS	ISD (Midrange)	300-S-013	Microsoft Priority Technical Support Services	3/31/2009	4/1/2009 - 3/31/2010	$ 127,584
PSS	ISD (for DCFS)	300-S-014	Microsoft Priority Technical Support Services	3/31/2009	4/1/2009 - 3/31/2010	$ 99,810
PSS - CR	Exec Office	061-S-003-CR1	Amendment for PSS below	5/20/2009	5/20/2009 - 12/10/2009	$ -
PSS	Exec Office	061-S-003-A1	Additional Support Incidents for Exec Office PSS	5/20/2009	5/20/2009 - 12/10/2009	$ 7,830
					Total	$ 1,784,117